

Vehicle Registration Suspensions and Insurance

New Information

Beginning November 16, 2009, the Department of Motor Vehicles (DMV) will transition the Vehicle Registration Financial Responsibility Program (VRFRP) from a vendor to DMV. The VRFRP enforces “proof of insurance” requirements associated with vehicle registration.

The department developed three new service options to assist the public with the submission of insurance information, payment of a reinstatement fee, submission or removal of the Affidavit of Non-Use (ANU), and vehicle registration suspensions and insurance questions including suspension status.

Additionally, a tracking database has been developed to allow authorized field office managers and Call Center (formerly known as Telephone Service Center [TSC]) employees to view up-to-date vehicle registration status for customers with a VRFRP issue.

Procedures

Starting November 16, 2009, refer customers with a future or current vehicle registration suspension to one of the following:

- The Vehicle Registration Suspensions and Insurance Program link available 24 hours a day/7 days a week, at **www.dmv.ca.gov**. Customers are encouraged to use this option that provides up-to-date vehicle registration insurance suspension status and reinstatement requirements, options to submit a reinstatement fee payment, submit insurance information, and submit/remove an Affidavit of Non-Use (ANU).
- Customers **with** a notification letter can mail the stub from their letter along with proof of liability insurance and/or reinstatement fee payment through remittance to:

DMV
PO Box 997405
Sacramento, CA 95899-7405

- Customers **without** a notification letter can mail the proof of liability insurance and/or reinstatement fee payment to:

DMV - VRFRP Unit
PO Box 997408 M/S N305
Sacramento, CA 95899-7408

- Beginning December 2009, customers may call the automated voice system, at 1-800-777-0133 to verify registration insurance suspension status, submit a reinstatement fee payment, submit proof of liability insurance, and submit/remove an ANU.

Procedures, *continued*

- During normal business hours, Call Center personnel will continue to be available to provide additional support and assistance.
- Manual processing of reinstatements, fee payments, and/or correspondence will remain a **headquarters only** function.

During the transition of the workload from the vendor to the VRFRP unit, there may be a delay in the processing of vehicle suspension related documents. Law enforcement agencies are being notified of this delay to prevent citations and/or vehicles from being impounded erroneously.

Background

On October 1, 2006, legislation mandated that the DMV establish a program to monitor electronic reporting of all liability insurance coverage for passenger vehicles and take actions appropriate per *California Vehicle Code* (CVC) §§4000.38 and 16058. These actions include the suspension, revocation, or cancellation of the vehicle registration. Many components of this program were completed by a vendor and administered by DMV. Effective November 16, 2009, the department assumes all processes of the program.

Reference


California Vehicle Code §§4000.38, 16058
VIN 2006-16 Insurance Program Changes

Distribution

Notification that this memo is available online at **www.dmv.ca.gov** under Publications was made via e-mail alert in November 2009.

Contact

Call the DMV Customer Communications Section, at (916) 657-6560 for further clarification of this memo. Upon request, this document can be produced in Braille or large print.



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